## **Single Item Measure**

#### **Question 20**

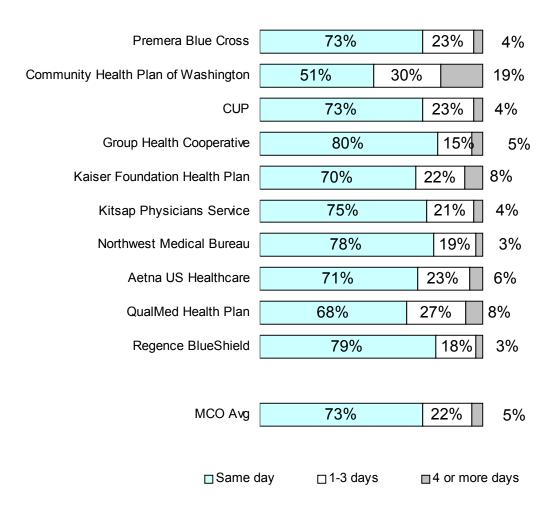
Survey respondents were asked:

"In the last 6 months, how long did your child usually have to wait between trying to get care and actually seeing a provider for an <u>illness or</u> <u>injury</u>?"

#### Note:

This question was answered by people who indicated their child had had an illness or injury that needed care right away during regular office hours in the first 6 months of 1998.

#### Q20 Days waiting for acute care (N=1,812)



## **Single Item Measure**

#### **Question 23**

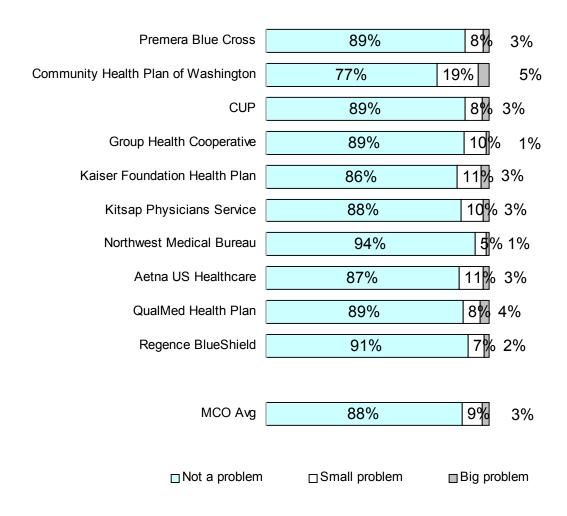
Survey respondents were asked:

"In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"

#### Note:

This question was answered by people who indicated their child had been to a doctor or clinic in the first 6 months of 1998.

#### Q23 Problems getting the care necessary (N=3,355)



## **Single Item Measure**

#### **Question 24**

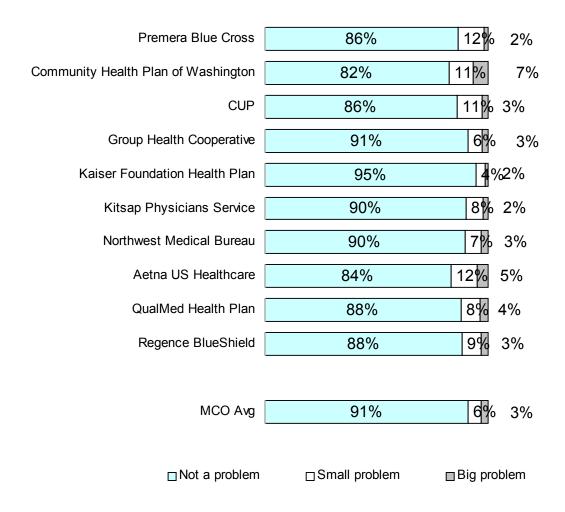
Survey respondents were asked:

"In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval by your child's health plan?"

#### Note:

This question was answered by people who indicated their child had been to a doctor or clinic at least once in the first 6 months of 1998.

# Q24 Problems getting care delayed due to approval (N=3,356)



## **Single Item Measure**

### **Question 25**

Survey respondents were asked:

"In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"

#### Note:

This question was answered by people who indicated their child had been to a doctor or clinic at least once in the first 6 months of 1998.

# Q25 Waiting for less than 15 minutes to see the doctor (N=3,239)

Premera Blue Cross	37%	43%	20%
Community Health Plan of Washington	21%	37%	42%
CUP	35%	42%	23%
Group Health Cooperative	39%	35%	26%
Kaiser Foundation Health Plan	30%	41%	30%
Kitsap Physicians Service	31%	43%	26%
Northwest Medical Bureau	34%	44%	23%
Aetna US Healthcare	35%	44%	21%
QualMed Health Plan	30%	43%	26%
Regence BlueShield	32%	40%	29%
MCO Avg	33%	41%	25%
□Always	□Usuall	у 🗆	Sometimes/Never

# **Single Item Measure**

### **Question 26**

Survey respondents were asked:

"In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with <u>courtesy and respect?"</u>

#### Note:

This question was answered by respondents who indicated that their child had been to a doctor's office or clinic at least once in the first 6 months of 1998.

# Q26 Office staff treated patients with courtesy and respect (N=3,357)

Premera Blue Cross	80%	13%	7%
Community Health Plan of Washington	73%	14%	13%
CUP	79%	15%	6%
Group Health Cooperative	78%	17%	6%
Kaiser Foundation Health Plan	74%	19%	6%
Kitsap Physicians Service	84%	13%	4%
Northwest Medical Bureau	84%	12%	4%
Aetna US Healthcare	79%	16%	5%
QualMed Health Plan	82%	13%	4%
Regence BlueShield	82%	13%	4%
MCO Avg	80%	15%	6%
□Always	□Usually	□Sometimes/N	Never

## **Single Item Measure**

#### **Question 27**

Survey respondents were asked:

"In the last 6 months, how often were office staff at your child's doctor's office or clinic as <u>helpful</u> as you thought they should be?"

#### Note:

This question was answered by respondents who indicated that their child had been to a doctor's office or clinic at least once in the first 6 months of 1998.

#### Q27 Office staff were helpful (N=3,344)

